

# Resource Guide for Wraparound Facilitator Applications & Licensing

This reference guide is suggested for **all** Wraparound Facilitator, especially Supervisors or anyone that completes and submits applications.

## **DMHA YOUTH PROGRAM CONTACT INFORMATION:**

For questions regarding the practice of Wraparound Facilitation, approval of résumés of potential Wraparound Facilitators, and training, **contact your agency's Wraparound Site Coach:**

- Amber Busch: [Amber.Busch@fssa.in.gov](mailto:Amber.Busch@fssa.in.gov)
  - Heidi Gross: [Heidi.Gross@fssa.in.gov](mailto:Heidi.Gross@fssa.in.gov)
  - Jenifer Gibson: [Jennifer.Givson@fssa.IN.gov](mailto:Jennifer.Givson@fssa.IN.gov)
  - Jessica Morris: [Jessica.Morris@fssa.IN.gov](mailto:Jessica.Morris@fssa.IN.gov)
  - Lyndsey J. Kappel [Lyndsey.Kappel@fssa.IN.gov](mailto:Lyndsey.Kappel@fssa.IN.gov)
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### ***For questions related to:***

- Policies for DMHA Youth Program
- New provider/agency enrollment and requirements for CMHW
- Community based Habilitation, Respite (including facility based), and Training & Support for the Unpaid Caregiver (FST)
- Résumé reviews and approval for training
- Training for HAB, FST, & RES.

**Contact Julie Bandy, PROVIDER SPECIALIST:** [Julie.Bandy@fssa.IN.gov](mailto:Julie.Bandy@fssa.IN.gov), 317-232-7892

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### ***For questions related to:***

- Incident Reports (IRs), IR procedure and follow-ups
- Quality Improvement (QI) reviews
- Access site policies, key contacts, and changes for key contacts and access sites
- Reauthorizations for CMHW Access Sites

**Contact Tanya Merritt-Mulamba, CLINICAL QUALITY IMPROVEMENT SPECIALIST:** [Tanya.Merritt-Mulamba@fssa.in.gov](mailto:Tanya.Merritt-Mulamba@fssa.in.gov), 317-232-7889

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### ***For questions related to:***

- CMHW Provider applications and application processing
- CMHW Provider Reauthorizations
- Database licensing for Wraparound Facilitator (WF) direct user, supervisor, and/or access roles, including changes to your agency picklists (*and communicating all staff changes*)
- CRM (Tobi) database training, etc.

**Contact Olga Murray, PROVIDER COORDINATOR:** [Olga.Murray@fssa.IN.gov](mailto:Olga.Murray@fssa.IN.gov), 317-232-7934

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## **GUIDE FOR SUBMITTING RÉSUMÉS TO YOUR WF SITE COACH:**

Approval of a résumé is only the first part of the application process for Wraparound Facilitators. Once a résumé is approved, specialized training must follow, as well as the ***submission of a complete application packet for approval as a provider/staff.***

- Résumés for Wraparound Facilitators (WF) must be sent to your Wraparound Site Coach for approval. All other résumés for staff that will be providing Habilitation, Training and Support for the Unpaid Caregiver (FST), or Respite services must be forwarded to Julie Bandy, Provider Specialist, for approval.
- When submitting WF résumés to your site coach for approval via email, please put the **name of the applicant on the SUBJECT LINE.**
- Once your résumés has been approved, follow your site coach's instructions regarding registration for training on the University of Maryland website and the on-line registration for 'Intro to Wraparound Training.' Tobi training can be taken any time after the WF's resume is approved by the site coach. The application doesn't have to be turned in before cohort trainings, however, WF services cannot be performed without first submitting a complete application and receiving an approval letter from DMHA.

*Again, as soon as the site coach approves the résumé, a WF may register for Tobi training.*

**[Sign up for INSOC mailing list!](#)**

**All WFs should sign up for the INSOC mailing list for all announcements at <http://www.in.gov/fssa/dmha/2747.htm>**

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## Child Mental Health Wraparound Orientation (CMHW) for Wraparound Facilitators Webinar

These **old** webinars below are obsolete and have been removed:

- *DMHA Youth HCBS Program Provider Orientation*
- *SOC Webinar Training*

The **new** and **only** webinar required for WFs is:

- *'CMHW Orientation for Wraparound Facilitators' Webinar*

This webinar is found on the DMHA Provider Information Web Page (see link below). At the end of the webinar, a certificate is provided for the WF to fill out and sign. This certificate is included in the checklist as part of the required documentation on the Rendering Provider Application (*Section F*).

**To find the required webinar, application forms and other documents, e.g., Tobi user agreement or Resource Guide for wraparound facilitator applications, go to the Provider Information web page for the latest copies:** <http://www.in.gov/fssa/dmha/2764.htm>

### Application Process Turnaround:

Please note that due to the ***new People Soft ID (PSID) process*** to obtain CRM (Tobi) licensing, there is a **three to four week turnaround** for the complete processing of WF applications. Please plan accordingly.

Staff and/or services are authorized for billing only when you receive a 'Letter of Approval' provided via email from Olga Murray, Provider Coordinator.

# Resource Guide for Wraparound Facilitator Applications & Licensing

- Q. May a wraparound facilitator transfer from one accredited agency to another?
- A. There has been much confusion about “transfers” of Wraparound Facilitators. To clarify, there are no “transfers” of Wraparound Facilitators or any other staff **between agencies**. All WF staff/employees must first resign from their employment at their current agency to include deactivation and removal of licensing **before** moving on to work for another agency. The new WF is considered a ‘new hire.’ Agencies must submit a new WF application with required documentation (for all required documents that should accompany the WF’s application, follow the checklist on page 7 of this document) and maintain a complete copy on site for all new hires. All completed background checks and screens should also be kept on site. After approval, the new WF staff will be provided with the new CRM (Tobi) licensing with new login ID, password, etc.

**If the instructions above are not followed properly, the agency’s billing claim will pay to the previous agency.**

For HIPAA licensing security and compliance, it is the agency’s responsibility to inform us of staff changes in order to keep the database and picklist up to date. You must report WF terminations and/or provide DMHA with resignation information for last day of employment, immediately. Failure to inform DMHA of separation of employment allows your ex-wraparound facilitator/access site person to access participant records, in your agencies name. This exposes your agency and DMHA to liability.

Supervisors are still able to perform submissions, even if the WF is no longer at your agency.

# Resource Guide for Wraparound Facilitator Applications & Licensing

**NEW! Follow this link to recorded instructions for completing applications forms to add a new WF employee/staff.:**

<https://indiana.adobeconnect.com/poqk1h69xndk/>

## **SUPPLEMENTAL INFORMATION FOR APPLICATIONS & DOCUMENTATION:**

**Please review before submitting your applications:**

A new set of updated applications are on the Provider Information Website, including a new Tobi User Agreement. Always download your applications from the provider information page to ensure you have the latest versions for submission.

- Only complete application packets should be submitted to DMHA. Incomplete applications will not be processed.
- Include the approved résumé of the applicant as well as CANS SuperUser certificates.

Always include an Application Cover Sheet when submitting an application packet. Only use one cover sheet for the entire application packet. For the individual completing the application, make sure to provide your current contact information in case there are any questions or requests for more information (RFI). ***The Demographic Form and Provider Agreement is not required for new/additional staff application submissions for existing agencies:***

- To add a staff to an existing agency, the demographic form and provider agreement is not needed as part of the application submission. Note the recorded instructions above.
- User type (role) of licensing the Wraparound Facilitator is required on the Rendering Provider Application Form, Section F.
- For access licensing, we require your WF Site Coach's approval. Have your WF Site Coach email or include them on an email request to Olga Murray at [olga.murray@fssa.IN.gov](mailto:olga.murray@fssa.IN.gov).

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## Applications & Licensing

- Please allow a three to four week turnaround period for the FSSA DMHA application process and approvals.
- A legible copy of a Driver's License must accompany the WF application. If necessary, use the 'enlarge' option on your copier when making this copy. We use the information on the DL to request PSIDs and need to have clear, legible copies.
- The *Child Mental Health Wraparound Orientation for Wraparound Facilitators* is found on the DMHA Provider Information Page: <http://www.in.gov/fssa/dmha/2764.htm>. This is a required webinar located under the subheading, ***Provider training webinars***. At the completion of the webinar, participants will have access to a certificate which should be printed, signed and completed in order to be submitted with the WF application.
- **Either** a copy of a WF training certificate from the University of Maryland, **or** a copy of your Wraparound site coaches' email approval of the applicant's résumé, must be include in the application packet.
- A signed copy of the latest Tobi *Database User Agreement* (found on the provider information web page) must accompany all WF, WF Supervisor, and or access applications/licensing requests (see page 7). An application is not complete without the database user agreement.
- Do not submit applications without copies of CPR training cards attached. They must be included in the application as it shows both whether the applicant passed the class and the dates of completion and expiration.
- ***All required background screen results should be maintained at the accredited agency.*** Although these documents do not accompany the applications submitted to DMHA, they should be kept at the agency and available to provide to a State DMHA Representative conducting an Audit or Quality Assurance site visit.

### \*\*\*\*\*CPR CERTIFICATIONS\*\*\*\*\*

- Wraparound Facilitator CPR Certifications should **not lapse**. Always maintain current CPR Status. It is a violation of Indiana Code and Policy to provide WF Services with a lapsed CPR Certification.

# Resource Guide for Wraparound Facilitator Applications & Licensing

## NEWWF APPLICATION checklist (for adding staff) provide the documentation in this order:

**NOTE: The Demographic Form and Provider Agreement is not required for new/additional staff submissions for existing agencies:**

1. Application Cover Sheet
2. Rendering Provider Application Form
3. Resume (must be the same resume approved by DMHA prior to application)
4. CANS Certificate(s) of Training
5. Valid Driver's License (picture of person on ID must be recognizable, please lighten the copy and enlarge if possible)
6. Current CPR certification
7. High school diploma, GED, or advanced degree
8. **Must submit one:** University of Maryland Training Certificate **or** copy of email approving resume from your WF site coach
9. CMHW Orientation for Wraparound Facilitator Webinar Certificate (signed and completed)
10. Database (Tobi) User Agreement (all WFs must READ this as they initial and sign)
11. Mark 'Database User Type(s)' of licensing needed on the Rendering Application Form: (Please make sure to check all appropriate licensing user role(s) the WF will need.)

Wraparound Facilitator  
Wraparound Facilitator Supervisor  
Access **or** Access Site Main Contact

At **application approval**, a PeopleSoft ID (PSID) and access to a state network account are established for the WF so that he or she may have access to Tobi database. Login credentials will be sent to the new WF from the Tobi (DMHA) Help Desk in a separate email.

Send all applications to: Olga Murray,  
Youth Provider Coordinator  
Division of Mental Health & Addiction  
402 W. Washington Street, Room W-353  
Indianapolis, IN 46204  
Phone: 317-232-7934



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## Applications & Licensing

### REAUTHORIZATION CHECKLIST for Accredited Agency

CANS/ANSA **boosters** and any WF **booster** training given by the U of M **can** be counted towards continuing education. 'Your Role in Wraparound' can also be counted. However, the CANS and WF trainings **that are a requirement for eligibility** to become a Wraparound Facilitator **cannot** be counted as continuing education.

#### Part 1: Accredited Agency Level Documentation

- ☐ Application cover sheet (*use new form – only 1 form needed per submission*)
- ☐ Provider demographic form (*use new form - complete and sign*)
- ☐ Copy of current agency accreditation or certification from DMHA of CMHC status
- ☐ Provider agreement (*new signature and current date*)
- ☐ Send your local SOC Governance a letter informing them of the counties you are reauthorizing for, and provide us a copy with your reauthorization submission.

#### Part 2 Accredited Employee Level Documentation

**Complete a “Rendering Provider Application” for each employee, check the appropriate boxes for their appropriate services in Section B. This should be initialed and signed by the rendering provider, not the agency. Accredited agencies should complete background checks for all staff, but keep on file at agency – do not submit to DMHA.**

#### Wraparound Facilitator (Rendering Provider)

- ☐ Rendering Provider Application (*use new form – 1 form required for each employee*)
- ☐ Copy of Employee Driver's License (*enlarged and legible*)
- ☐ Copy of current CPR (*for all providers*)
- ☐ All 30 training hours/credits for the past three years (*in chronological order*)

#### Habilitation, Respite & FST (Rendering Provider)

- ☐ Rendering Provider Application (*new form – 1 form required for each employee*)
- ☐ Copy of Employee Driver's License (*enlarged and legible*)
- ☐ Copy of current CPR (*for all providers*)
- ☐ Copy of current auto insurance (*for Hab & Respite providers only- must have matching VIN# of vehicle registration*)
- ☐ Copy of vehicle registration (*for Hab & Respite providers only - must have matching VIN# of auto insurance*)
- ☐ All 30 training hours/credits for the past three years (*in chronological order*)

**Note:** If you have an employee providing Wraparound Facilitation, HAB, and FST services, then mark the appropriate services in Section B of the Rendering Provider Application form. Combine the documentation requirements above.



# Resource Guide for Wraparound Facilitator Applications & Licensing

## NEW ACCESS LICENSES:

If a staff already has a Wraparound Facilitator User License and/or WF Supervisor license and requires the access role added to current licensing, please send an email to Olga Murray, Youth Provider Coordinator at [olga.murray@fssa.IN.gov](mailto:olga.murray@fssa.IN.gov), and copy your Wraparound Site Coach for acknowledgement or approval of this request.

For a **new employee** that will be handling the **access site role**, who is not a current CRM (Tobi) user or WF, and will be the designated access site key contact, please contact Tanya Merritt-Mulamba and submit the following to DMHA for processing:

1.) Complete an application cover sheet.

Under the shaded subheading “The following is ONLY for Access Site use...” located on the lower half of the cover sheet:

- ☐ Check the box by *Add/Edit Access Site Main Contact* and complete the contact information
- ☐ Include the counties this access site contact will be providing services for.
- ☐ Complete a rendering provider application ***if*** the individual will also be providing WF services along with the required documentation.
- ☐ Indicate the appropriate licensing user role(s) that will be needed

2.) ***If the access staff will not be providing WF services and will only be providing Access Site responsibilities***, leave out the rendering provider application. The completed application cover sheet with a copy of Driver's License and signed user agreement will suffice.

3.) Submit via email to DMHA – [olga.murray@fssa.IN.gov](mailto:olga.murray@fssa.IN.gov)

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### **Incident Reports**

All approved CMHW providers are responsible for ensuring the health and welfare of participants in the program. To accomplish this, DMHA has established an incident reporting process.

**Providers must complete an Incident Report in any of the following situations:**

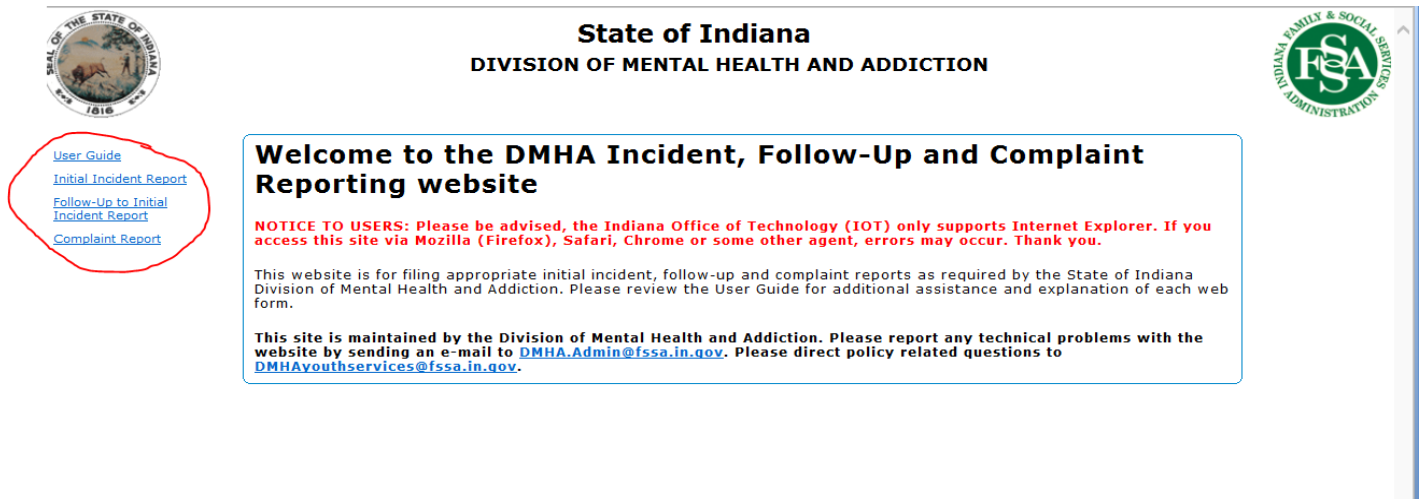
- Sentinel event – This type of event is defined as a serious and undesirable occurrence involving the loss of life, limb, or gross motor function for a participant or individual providing services for a program participant, and must be reported to the DMHA within 24 hours.
- Critical incident – Must be reported to the DMHA within 72 hours. Examples of this type of event include:
  - Use of restraint
  - Elopement
  - Medication error (pertains to errors that occur when the participant is not in the home or care of the parent/caregiver)
  - Serious injury
  - Suicide attempt
  - Seclusion
  - Violation of rights
  - Incident requiring police or Child Protective Services (CPS) response/involvement
  - Neglect, abuse, or exploitation

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### Incident Reports

- Incident Report Portal: <https://dmhareport.fssa.in.gov/>
- For issues with Tobi and IR web portal, contact the DMHA Help Desk:  
[dmha.admin@fssa.in.gov](mailto:dmha.admin@fssa.in.gov)



A user guide is provided on the portal home page as well as access to enter follow-ups to incident reports.

For more information about Incident reporting please see Section 11, of the CMHW Module (Manual).

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### Client Relationship Manager (CRM) Database or 'TOBI' TRAINING:

**Announcements** with scheduled dates for database training are sent out via the **INSOC mailing list** at the beginning of each year. WF Supervisors should keep a copy of the announcement providing information with links to register for the training in order to share with new hires.

DMHA encourages all Wraparound Facilitators to help train their new colleagues. New WF applicants who have received their approval and user license may access and use the database until they are able to attend training classes at the Indiana Government Center. In the meantime, **for access to training tutorials, please log into the Tobi database and click on WORKPLACE**, when the ribbon appears, click on 'Announcements.' A list of tutorial webinars will come up for personal training at your convenience.

### Tobi Licensing Management

All database users and license holders (WFs) have to initial and sign the Database User Agreement. Do they know what they're signing? Be sure they read, initial, sign and remain compliant. All WFs using the database are considered non-State users or contactors. They will receive emails asking them to re-certify their accounts and to take Information Resource Use Agreement (IRUA) IRUA training.

The IRUA information, FAQs and links to access the IRUA training and guides may be found at <http://www.in.gov/iot/IRUA.htm> (see Tobi user agreement)

For IOT End User Password Minimums (see Tobi user agreement)

[https://secure.iot.in.gov/files/06.1.1\\_End\\_User\\_Password\\_Minimums.pdf](https://secure.iot.in.gov/files/06.1.1_End_User_Password_Minimums.pdf)

To register for Self Service Password Management: <https://www.in.gov/password/>. All WF Tobi users should register here in order to change their passwords or unlock their accounts. This can be saved and accomplished on a cell phone!

Indiana Office of Technology Contractor Account Renewal. Open the link <https://myweb.in.gov/IOT/AccountRenew/login.aspx>. There are instructions that can be accessed by clicking on the hyper link. This RENEWAL Page can be saved and renewal can be accomplished on a cell phone!

**FOR TOBI RELATED ISSUES submit ticket to DMHA JIRA Help Desk support:**

<https://dmha.fssa.in.gov/helpdesk/?div=dmha>

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### **For Quick Reference Tobi Login Troubleshooting**

- ☐ Did you make 3 or more failed logon attempts, waited 30 minutes, then tried again?
- ☐ Have you accessed Tobi in the past 30 days?
- ☐ Have you completed the IOT contractor account recertification in the past 30 days?  
[IOT Contractor Account Renewal portal](#)
- ☐ Have you changed your system password in the past 60 days?  
[IOT Self-Service Password Management](#)  
[IOT external user password reset portal](#)
- ☐ Have you completed the Indiana Resource Usage Agreement (IRUA) in the past 365 days?  
[PeopleSoft Enterprise Learning Management](#)

We realize this is a lot of information. Please use this guide as a reference source. It should be helpful in navigating through our application process and requirements. Thank you for all that you do in providing excellent care for our kids.



This guide is updated regularly to help provide the most up to date information on our processes.